

Residents Say: GOODYEAR IS A GREAT PLACE TO LIVE



Results of the recently concluded City of Goodyear 2002 Citizen Satisfaction Survey show that 90% of Goodyear residents feel the City is an "Excellent" or "Very Good" place to live.

The survey results, which were presented to the Mayor and City Council during a worksession on May 20, also show that 76% of citizens

believe the City is providing services that meet their expectations as taxpayers.

An even higher percentage, 99%, say they feel safe in their neighborhoods.

"This is the second year of our survey of residents," said Goodyear Mayor William O. Arnold. "The high percentages of residents who feel the City is an excellent and safe place to live are significant and rewarding," he said.

The random telephone survey, conducted from April 19-30, resulted in a statistically valid sample of 414 responses. Adult members of households were asked their opinions in these areas:

- Their satisfaction with a wide array of City services
- Their major concerns and priorities for City services
- Whether they receive value as taxpayers for City services
- Their overall satisfaction with Goodyear as a place to live, work and play.

Additional questions in the 2002 survey covered quality of life and water quality issues.

The City partnered with the Business and Occupational Division of Estrella Mountain Community College (EMCC) to design and conduct the survey, and to compile and report the results.

Led by Stephen Shriver, division chair, and Frederick Maihofer, faculty member, students followed a 63-question survey script during the evening and weekend telephone calls. The random calls were made from a list purchased by the City of residential telephone numbers in the 85338 zip code.

The City services ranked by respondents as most important, in descending order, are as follows. The number in parentheses following each item indicates the order in the 2001 Survey.

1. Traffic flow (2)
2. Street repairs (1)
3. Code enforcement (7)
4. Garbage and trash service (13)
5. Economic development (3)
6. Recycling (4)
7. Water (8)
8. Parks and open space (9)
9. Sewage disposal (14)
10. Fire service (5)
11. Lighting (12)
12. Emergency medical service (6)
13. Police service (10)
14. Communication (15)

Continued on page 2

City Council Calendar

The Goodyear Justice Facility
is located at
986 S. Litchfield Road.

Tuesday, June 4, 2002

Public Meeting on Budget - 6:30 p.m.
Palm Valley Elementary School
2801 N. 135th Ave.

Wednesday, June 5, 2002

Public Meeting on Budget - 2:00 p.m.
PebbleCreek Clubhouse - Ballroom
3645 Clubhouse Drive

Thursday, June 6, 2002

Public Meeting on Budget - 6:30 p.m.
Wildflower Elementary School
325 S. Wildflower Drive

Monday, June 10, 2002

City Council Meeting - 6:00 p.m.
Goodyear Justice Facility

Tuesday, June 11, 2002

Public Meeting on Budget - 6:30 p.m.
Estrella Mountain Ranch Elementary School
10301 S. San Miguel

Tuesday, June 18, 2002

City Council Worksession - 7:00 p.m.
Goodyear Justice Facility

Monday, June 24, 2002

City Council Meeting - 6:00 p.m.
Goodyear Justice Facility



Mayor William O. Arnold

MEMO FROM THE MAYOR

Measuring residents' satisfaction with the quality and delivery of City services is the purpose of the **Citizen Satisfaction Survey** conducted April 19-30 in Goodyear. A most significant finding is that, of those who responded to the telephone survey, 86.7% of respondents said the City does a "Very Good" or "Excellent" job of providing services. Since the first sentence of the City's Mission Statement is, "The City of Goodyear will provide the finest municipal services..." it is gratifying to know that so many feel we are achieving our mission.



The ***Economic Impact Study of Arizona's Military Industry*** report was released last month. The study was commissioned by several Arizona cities to document the economic importance of military operations in the state. Nearby Luke Air Force Base was one of the nine operations included in the report. The report states, "Arizona's military industry, which includes the principal military operations as well as the businesses they support, is responsible for creating 83,506 jobs and \$5.7 billion in economic output."

The City of Goodyear supports the mission of Luke Air Force Base because it is key to the national security of the country and because the economic benefits of Luke Air Force Base to the state and the region are significant.

At the same time, the City is an active member in regional partnerships working to ensure the mission of Luke Air Force Base while preserving the quality of life in neighboring communities. The City supports agriculture and agri-tourism as essential industries that are compatible neighbors with Luke.

Further, the City of Goodyear supports state legislation that ensures the mission of Luke but also considers landowner rights.

Luke Air Force Base is, and must continue to be, a strong member of the West Valley community.

Sincerely,

Survey Results (continued)

- 15. Cultural events (16)
- 16. Public transportation (11)
- 17. Youth programs (17)
- 18. Citizen assistance (18)

Of the additional questions asked this year regarding quality of life, respondents listed the following top five services that positively impact the quality of life.

- 1. Safety (Police & Fire)
- 2. Economic growth
- 3. Communities/neighborhoods
- 4. Parks/open space
- 5. Services

Of the additional questions asked this year regarding the quality of the City's water, respondents reported their satisfaction as follows: Positive water quality rating: 71.5%. Satisfaction that treated water is safe to drink: 78.7%.

Individual copies of the survey results are available from the City's Community Initiatives Department. Call 623-882-7808.

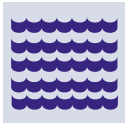
Fast Facts



Beginning with their May bills, Goodyear residents will see the new Winter Quarter Average (WQA) sewer charge. The WQA is the volume of wastewater contributed by a single family residence to the City's sewage system. The charge for the WQA is based on the average of the monthly water consumed during January, February and March.



Reconstruction of Bullard Avenue south of Indian School Road to McDowell Road is scheduled for completion by late August. The work will begin in mid-July, following completion of repairs on McDowell Road west of Litchfield Road.



The City's sewage disposal system is a public health facility that safely disposes of residential wastewater and industrial wastes. Sewage flows through a series of pipes to one of the City's two treatment facilities where it is screened to remove paper, rags and other solids. Then the wastewater is allowed to "settle" so grit, grease and sludge are removed. Next the sewage is "eaten" by special bacteria which breaks it down into harmless matter. Finally it is filtered, disinfected by chlorine and returned to nature through the City's Groundwater Recharge Program.



The Goodyear Economic Development Department won the 2002 Economic Development Distinguished by Excellence Award for Small Organization of the Year from the Arizona Association of Economic Development. The award commends the department for its success and leadership in economic development, and for its support of regional and statewide economic development efforts.



The grand opening of Palm Valley Pavilions West -- the former Wigwam Outlet Shops -- will be in early August. Best Buy and Ross Dress for Less are two of many coming new businesses.



*Goodyear City Council
(Back, L to R): Frank Cavalier, Dick Sousa, Jim Cavanaugh, Sue Linney.
(Front, L to R): Vice Mayor Seth Kanter, Mayor William Arnold and Ken Porter.*

CITY COUNCIL BUSINESS A Summary of Major Actions

MAY 13, 2002

- Authorized purchase and delivery of 4,000-10,000 acre-feet of interruptible Central Arizona Project incentive recharge water to the Tonopah Irrigation District for in-lieu water recharge project credits. Estimated price is \$340,000.
- Authorized an agreement with David Evans and Assoc. to acquire 10,000 extinguishment credits for its Assured Water Supply groundwater account for \$250,000.
- Appointed Elaine Nesvig and Bonnie Mostert as replacement members to the General Plan Advisory Committee.
- Approved a cooperation agreement with Maricopa County regarding the Urban County Community Development Block Grant Program.
- Amended the City Code to prohibit smoking in public places, businesses, places of employment and restaurants.
- Approved a development agreement with Hospital Development of West Phoenix, Inc. for a health care facility on 16.33 acres generally located on the south side of McDowell Road between Litchfield and Dysart roads.
- Approved a new Series 12 Liquor License for the Outback Steakhouse to be located at 1474 N. Litchfield Road.
- Approved a Use Permit for construction of a Discount Tires station on one acre of the Palm Valley Cornerstone generally located on the south side of McDowell Road, 660 feet west of Dysart Road.
- Approved conditional rezoning of 296 acres known as Centerra generally located at the southeast corner of

Estrella Parkway and Van Buren Street to final planned area development, mixed use zoning.

- Approved an agreement between the City and Suncor Development Company for McDowell Road improvements one-quarter mile west of Litchfield Road to Bullard Ave. The City's cost will be \$1,131,593 and the Suncor cost will be \$1,772,359.

MAY 28, 2002

- Approved the Centerra Corporate Center final plat subdividing 104.48 acres into 15 lots (1 commercial, 14 industrial) at the northwest corner of Bullard Ave. and Yuma Road.
- Approved the final plat for PebbleCreek Phase II Unit 38 subdividing 46.02 acres into 69 standard, single-family lots located at the northwest corner of PebbleCreek Parkway and Clubhouse Drive.
- Authorized the City Manager to sign contracts for employee health, life, dental and disability insurance coverage.
- Ordered the sale of \$11,060,000 principal amount of general obligation bonds to make water and sewer, park, open space and street improvements.
- Ordered the sale of \$3,000,000 maximum general obligation bonds to refund previously issued and outstanding bonds to lower the City's debt service payments and save \$100,000 at current interest rates.
- Request for a Special Use Permit amendment for Skyway Church to allow installation of a temporary worship center at 14900 W. Van Buren St. withdrawn.

Did You Know?



The drinking water source for the City of Goodyear is groundwater. This supply is separated from contaminated sources. Goodyear has nine production wells and six booster stations located strategically throughout the City that draw from an underground aquifer called the West Salt Valley Sub-Basin. The depth of the aquifer ranges from 70 to 500 feet below the surface. To learn more about the aquifer, visit the Environmental Protection Agency's Web site at www.epa.gov/surf.

During the past year, the City delivered more than one billion gallons of water that complied with or was better than all state and federal drinking water requirements. More details about the City's water quality are available in the 2001 Water Quality Report available soon from the Public Works Department.

JOB OPENINGS

Visit the City of Goodyear Web site at www.ci.goodyear.az.us or call the City's 24-Hour Hotline, **623-932-1716**, for job listings. The City of Goodyear accepts applications only for open positions. The Human Resources Office is located at 190 N. Litchfield Road, telephone 623-882-7755, TDD 623-932-6400. EEO/M/F/H/D.

Your Opinion Counts!

We want your ideas on how we may better serve you. Just fill out this form and return it with your garbage collection bill or mail it to Linda Dillard, Community Advocate, *Citizen's CitySource Office*, 190 N. Litchfield Road, P.O. Box 5100 Goodyear, AZ 85338, or E-mail to Ldillard@ci.goodyear.az.us.

Comments (please print): _____

Name: _____ Phone: _____

Address: _____ E-mail: _____



Proud past. Vibrant future!

Have comments about the *CityReport*?
Need an alternative format?

Contact the Community Initiatives Dept.,
190 N. Litchfield Road
PO Box 5100
Goodyear, Arizona 85338
(623) 882-7808
TDD Number (623) 932-6500

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City Telephone Numbers

24-Hour	
City Hotline	(623) 932-1716
Building Safety	(623) 932-3004
City Clerk	(623) 882-7830
City Court	(623) 932-3013
City Hall	(623) 932-3910
(Mayor, City Council, City Manager)	
Community Advocate	(623) 882-7800
Community Initiatives	(623) 882-7808
(Intergovernmental, Citizen, Neighborhood and Communication Programs)	
Crisis Services Line	(623) 882-7677
Dead Animal Removal	(602) 222-8555
Economic Development	(623) 932-3025
Fire Department	(623) 932-2300
Planning & Zoning	(623) 932-3005
Police Department	(623) 932-1220
Public Works	(623) 932-1637
(Garbage/Trash/Recycle, Park/Pool/Recreation, Streets/Transportation, Water Quality/Pressure)	
Utility Start/Bill Payment	(623) 932-3015

Visit us at
www.ci.goodyear.az.us